DOCUMENT RESUME

ED 256 891 CE 041 393

TITLE	Word Processing Services, Inc. A Task Simulation for Office Occupations. Employer Manual.
INSTITUTION	Georgia State Univ., Atlanta.
SPONS AGENCY	Georgia State Dept. of Education, Atlanta. Office of Vocational Education.
PUB DATE	84
NOTE	85p.; For a related document, see CE 041 394.
PUB TYPE	Guides - Classroom Use - Guides (For Teachers) (052)
EDRS PRICE	MF01/PC04 Plus Postage.
DESCRIPTORS	Business Skills; Dictation; Job Skills; Learning Activities; Learning Modules; *Office Occupations Education; *Office Practice; Postsecondary Education; *Secretaries; Simulated Environment; *Simulation; *Typewriting; *Word Processing

ABSTRACT

This word processing task simulation was developed for use in an office occupations laboratory at the postsecondary level. Its purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel. This "employer" manual is designed to aid teachers in implementing the word processing simulation. It contains general information about the simulated company and 24 jobs keyed to those of the student ("employee") manual. Each job is described on an instructor guide sheet that contains the job title, job description, a list of materials, supplies and/or equipment needed, and suggested requirements for prerequisites and accuracy. Jobs in the manual include the following: dictation of correspondence from drafts; evaluation of pre-recorded dictation; dictation of reply to business letter; keyboarding, storing, and printing of mailing list; preparation of form letter; determination of priority of work tasks; transcription of dictation; keyboarding of handwritten correspondence; proofreading and keyboarding of business letters and memoranda; keyboarding, printing, and storing of minutes of a meeting, business letter, financial statement, and correspondence; keyboarding and merging of purchase orders and variables; transcription of letters containing errors from pre-recorded dictation; dictation of replies to correspondence; and keyboarding and printing of manuscripts. (KC)

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GA84/3301

WORD PROCESSING SERVICES, INC.

(A Task Simulation for Office Occupations)

EMPLOYER MANUAL

ED256891

Prepared by

Georgia State University
Atlanta, Georgia 30303

U.S. DEPARTMENT OF EDUCATION
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Office of Vocational Education
Division of Program Improvement
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Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1984

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FOREWORD

This word processing task simulation has been developed for use in an office occupations laboratory at the postsecondary level. Its purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel.

Appreciation is expressed to Dr. John H. Lloyd, former director of the Division of Program Development and Support Services, and Mrs. Floy Baker, coordinator of Postsecondary Business Education Programs, for their continued support, encouragement, and leadership in this developmental effort.

Mrs. Doris Jean Rash-Wooten
Project Director and
Materials Developer
Office Simulation Project

GENERAL INFORMATION

Welcome to Word Processing Services, Inc.! Our company is a subsidiary of Georgia Jobs, Inc., an organization that offers top-quality word/information processing services to the public.

As a new employee, you will want to know about your work hours, how and when you are paid and how to perform your job. Your supervisor (instructor) will distribute this information to you at the appropriate time. You and your supervisor will be working closely together as you learn and gain the skills needed in performing your job. He/she is there to help you, so don't be afraid to ask questions about anything that you do not understand.

The JOB REQUEST form is to be used as your instruction sheet. A description of the various sections included on the form follows:

1. Originator - The name of the person or department who composes the document.
2. Title - The job title of the originator.
3. Department - The name of the department in which the originator works.
4. Extension - The telephone number of the originator.
5. Date Needed - The date the finished work is requested by the originator.
6. Job No. - The number that is assigned to each job (task).
7. Job Title - The name of the job (task); i.e., revising letter, composing replies, etc.
8. Paper - The type of paper that you are to use in processing the job.

9. Spacing - The number of blank spaces to be left between lines.

10. Copies - The number of copies needed in addition to the original copy.

11. Generation - The designation of work as an original copy or a revision of previously prepared copy.

12. Assigned to - The name of the person responsible for performing the job.

13. Input - The type of medium on which the work is submitted.

14. Category - The form of the work submitted.

15. Production Data - The number of lines and/or pages that the job contains.

16. Production Time - The date and time that the work was acquired and completed by the word processing center employee.

17. Special Instructions - Any additional information, other than the preceding, required to complete the work.

18. Approved by - The initials or name of the word processing supervisor who approves the completed work.

TASKS/JOBS

The following is a list of the tasks/jobs that you will perform as an employee of WORD PROCESSING SERVICES, INC. The jobs include administrative as well as correspondence duties. The reputation of our company depends on you, so perform each task to the very best of your ability.

500 - Dictation of Correspondence from Drafts

501 - Evaluation of Pre-recorded Dictation

502 - Dictation of Reply to Business Letter

503 - Keyboarding, Storing, and Printing of Mailing List

504 - Preparation of Form Letter

505 - Determination of Priority of Work Tasks

506 - Transcription of Pre-recorded Dictation

507 - Keyboarding of Handwritten Correspondence

508 - Proofreading and Keyboarding of Business Letters

509 - Proofreading and Keyboarding of Memorandum

510 - Keyboarding and Merging of Memorandum and Variables

511 - Keyboarding, Printing, and Storing of Minutes of a Meeting

512 - Recall, Revision, and Printing of Minutes of a Meeting

513 - Editing, Keyboarding, Printing, and Storing of Business Letter

514 - Recall, Revision, and Printing of Stored Business Letter

515 - Keyboarding, Printing, and Storing of Financial Statements

516 - Keyboarding and Merging of Purchase Orders and Variables

517 - Transcription of Correspondence in Order of Importance

518 - Proofreading, Keyboarding, and Printing of Correspondence

519 - Transcription of Letter Containing Errors from Pre-recorded Dictation

520 - Dictation of Replies to Correspondence

521 - Composition, Keyboarding, and Printing of Cover Letters and Agendas

522 - Proofreading and Keyboarding of Correspondence

523 - Composition and Dictation of Rough Draft of a Report and Memorandum of Transmittal

524 - Keyboarding and Printing of Manuscript

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 500

Dictation of Correspondence from Drafts

Description

Given typewritten drafts of three letters, the student will dictate the letters on to a cassette tape for transcription.

Materials, Supplies, and/or Equipment

Included: Typewritten drafts of letters

Not Included: Dictating equipment
Cassette tape
Dictation reference manual

Suggested Requirements

Prerequisites: Grammar, punctuation, knowledge of dictation equipment and procedures

Accuracy: 100%

KEY

Instructor will use the Dictation Check Sheet to evaluate each student's dictation.

KEY

DICTATION CHECK SHEET

Did the dictator.....

1. Verify the accuracy of dates and other figures?
2. Identify himself/herself?
3. Specify the type of message; i.e., letter, memo, report, etc.?
4. Tell how many copies to prepare?
5. Tell what kind of stationery to use?
6. Say whether to type a rough draft or a final (mailable) copy?
7. Dictate in a conversational tone?
8. Pronounce all words clearly and distinctly?
9. Spell proper names?
10. Spell unusual or technical names?
11. Supply punctuation marks and paragraph indications?
12. Dictate the names of people to receive copies at the end of the message?
13. Indicate the end of the dictation (tape)?

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 501

Evaluation of Pre-recorded Dictation

Description

Given a cassette tape containing pre-recorded correspondence, the student will evaluate the dictation using a Dictation Check Sheet.

Materials, Supplies, and/or Equipment

Included: Dictation Check Sheet
Pre-recorded cassette tape

Not Included: Dictation equipment

Suggested Requirements

Prerequisites: Grammar, punctuation, knowledge of correct dictation procedures and techniques

Accuracy: 100%

KEY

This is Rebecca Thomason (DID NOT SPELL OUT LAST NAME), and I am the Shipping Clerk for the company. The following is a letter (DID NOT INDICATE FINAL COPY OR ROUGH DRAFT) that should be typed on the letterhead provided. The letter goes to...(NO REFERENCE TO FORMAT, PUNCTUATION STYLE, OR APPROPRIATE DATE TO USE).

Mr. Paul Drake
1222 Perry Mason Drive
Los Angeles, CA 27312

Dear Mr. Drake:

We apologize for the delay in shipping your order for 2,000 Mason canning jars. (DID NOT INDICATE CAPITALIZATION OF PROPER NOUN) There has been a strike at the plant that serves as our major distributor, and no shipments have been made for two weeks. We were not informed of these conditions until last Friday. (NO INDICATION OF PARAGRAPH)

Enclosed is the check that you sent in payment. We will no longer conduct business with that plant. If you wish to order from them directly, you may do so. (PARAGRAPH)

Again, we apologize for the delay and hope that you will do business with us in the future.

Sincerely,

Rebecca Thomason
Shipping Clerk

(DID NOT INDICATE END OF LETTER)

KEY

Letter 2

This is Rebecca Thomason (DID NOT SPELL OUT LAST NAME). The following is a letter (DID NOT INDICATE FINAL COPY OR ROUGH DRAFT) that should be typed on the bond paper provided. The letter goes to...(NO REFERENCE TO FORMAT, PUNCTUATION STYLE, OR APPROPRIATE DATE TO USE)

Mrs. Jeannette Lawson (DID NOT SPELL JEANNETTE--THERE ARE MORE THAN ONE WAY TO SPELL THIS NAME)
767 Oak Drive, NW
Atlanta, GA 30303

Dear Jeannette, (NO MENTION OF THE USE OF A COMMA HERE INSTEAD OF A COLON)

John and I are looking forward to having you and the kids visit us during the week of April 3. We have several outings planned, including a trip to Six Flags. (NO INDICATION OF PARAGRAPH)

Let us know when you will be arriving so that one of us can arrange to be at home to welcome you.

Love,

Rebecca

(THIS IS THE END OF LETTER 2)

KEY

Memorandum

This is Rebecca Thomason (DID NOT SPELL OUT LAST NAME). The following is a memorandum that should be typed on the preprinted memorandum stationery that is provided. Final copy with two copies.

June 12, 19--

TO: Marketing Department Staff

FROM: Rebecca Thomason
Shipping Clerk

SUBJECT: Organization and Processing of Purchase Orders

Effective July 1 we will begin using a new system for the processing of purchase orders. Purchase orders will be processed numerically; and, thus, (NO INDICATION OF COMMAS AFTER "and" and "thus") we are asking that they be submitted to us in numerical order. (PARAGRAPH)

Enclosed is a leaflet explaining the new system. If you have any questions after studying it, please contact me.

(SEND COPIES TO: Mr. James Ward, Mr. Charles Sanders, and Mr. Tom Jacoby (DID NOT SPELL OUT ANY LAST NAMES)

(THIS IS THE END OF THE TAPE)

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 502

Dictation of Reply to Business Letter

Description

Given an incoming letter requesting certain information, the student will dictate a reply on to a cassette tape.

Materials, Supplies, and/or Equipment

Included: Incoming letter

Not Included: Cassette tape
Dictation equipment

Suggested Requirements

Prerequisites: Grammar, punctuation, knowledge of correct dictation procedures and techniques

Accuracy: 100%

KEY

The students' answers will vary. However, the dictated reply should include:

1. The student's name at the beginning.
2. The specifications for format, punctuation, and date.
3. Paragraph and punctuation should be indicated.
4. Final and number of copies should be indicated.
5. End of letter and end of tape should be indicated.

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 503

Keyboarding, Storing, and Printing of Mailing List

Description

Given a handwritten copy of a mailing list, the student will type the list in alphabetical order, making all indicated corrections. The student will also store the list and print out one hard copy on bond paper.

Materials, Supplies, and/or Equipment

Included: Handwritten mailing list

Not Included: Bond paper
Word processing equipment

Suggested Requirements

Prerequisites: Keyboarding skills

Accuracy: 100%

KEY

MAILING LISTS

Action Data Group
101 Great Parkway
College Park, GA 35512

Burnett Educational Consultants
2 Park Avenue
Rossville, GA 38214

Dunhill Hugo Mailing Lists, Inc.
630 Third Avenue
Union City, GA 38112

Influential Contacts
222 Wisaca Drive, SW
Decatur, GA 30032

Mail Marketing Systems
2039 Kingston Pike
Knoxville, TN 30011

NRC Data Systems
4022 Peachtree Road, NE
Atlanta, GA 30304

RLP Company
3050 Holcomb Bridge Road
Norcross, GA 31122

Zeller, Alvin B., Inc.
475 Parkway Drive
College Park, GA 30016

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 504

Preparation of Form Letter

Description

Given a draft of a letter marked "RUSH", the student will keyboard it and send originals to the clients listed on the mailing list in Task 503. This will require the student to merge the letters and addresses. Use company letterhead. The date is April 2.

Materials, Supplies, and/or Equipment

Included: Rough draft of form letter
Company letterhead

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Keyboarding skills

Accuracy: 100%

KEY

Form Letter

(Date)

(Inside Address)

Ladies and Gentlemen:

On June 12 we plan to distribute brochures advertising our word processing/information processing services to businesses throughout the Metropolitan Atlanta area. Please forward to us immediately those mailing lists that contain names of those businesses that you feel would be interested in such services. Upon receipt of the lists, a check will be mailed to you which will cover the cost of the lists and any postage, shipping, and handling charges that are incurred.

Your prompt attention to this matter will be greatly appreciated.

Cordially,

Robert Carson, Manager
Marketing Department

xx

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 505

Determination of Priority of Work Tasks

Description

Given a list of tasks, the student will rank these in the order in which he/she would handle them.

Materials, Supplies, and/or Equipment

Included: List of tasks

Not Included: Pen or pencil

Suggested Requirements

Prerequisites: Knowledge of setting work priorities

Accuracy: 100%

KEY

The tasks should be ranked as follows:

1-a
2-d
3-f
4-b
5-c
6-e

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 506

Transcription of Pre-recorded Dictation

Description

Given a cassette tape containing pre-recorded correspondence, the student will keyboard the correspondence into mailable form using the letterhead provided.

Materials, Supplies, and/or Equipment

Included: Letterhead
Cassette tape

Not Included: Dictation equipment
Word processing equipment

Suggested Requirements

Prerequisites: Knowledge of transcription procedures
Keyboarding skills

Accuracy: 100%

Letter 1

This is Linda Evans. Transcribe these letters on the letterhead provided and address envelopes. Final copy with two carbon copies. Use the current date, block style, mixed punctuation.

Letter 1 goes to Mr. Adrian (A-d-r-i-a-n) Abercrombie (A-b-e-r-c-r-o-m-b-i-e), 743 Shadowood (S-h-a-d-o-w-o-o-d) Court, Peachtree City, Georgia 32218

Dear Mr. Abercrombie:

I'm sure you have heard about the survey presented to our Board of Directors on Monday, May 17. It concerned the loss of sales we have suffered during the year and also contained several general comments regarding the operation of our company (PARAGRAPH).

In an effort to determine what our future course of action will be, I have called a meeting of all managers for Thursday. However, I feel that each person should have an opportunity to read the report in full before the meeting; (SEMICOLON) thus, (COMMA) a copy is enclosed (PARAGRAPH).

If you have any questions, please contact me.

Sincerely,

Linda Evans, Manager

(COPIES TO: Mr. Willie E. Donald, 1222 Langston Drive, Newburn, Georgia 30818 and Mrs. Sheila Courtland, 1282 Court Manor Road, Stone Mountain, Georgia 30033)

(THIS IS THE END OF LETTER 1)

Letter 2

Letter 2 goes to Mrs. Vickie Ewing, 5000 Waco (W-a-c-o) Drive, Dallas, Texas 72143.

Dear Mrs. Ewing:

This letter is being written to ask you a question. Have you often wished that someone would publish a magazine devoted to news and information about the fabric design industry? If your answer to this question is "yes" (ENCLOSE YES IN QUOTATION MARKS), then you won't want to miss seeing the new magazine that is coming off the press on Monday (PARAGRAPH).

To introduce you to this magazine, we are going to send you a complimentary copy. When you have read it, I'm sure that you will want to become a subscriber. Keep in mind that this magazine is for the trade only and will not be available to the general public.

Sincerely,

Linda Evans, Manager

(STORE 1 FILE COPY. THIS IS THE END OF LETTER 2).

Memorandum 1

The following two memorandums should be typed on the memorandum forms provided. Use the current date.

Memorandum 1 goes to Credit Card Customers; From - Linda Evans, Manager; Subject - Overdue Accounts

As of Wednesday, our records show that several of our charge accounts are seriously deliquent. While we do not make it a practice of mailing reminder letters to our credit customers, we are making an exception in this case because of the volume of unpaid accounts (PARAGRAPH).

We value your business and wish to continue providing credit services to you. However, unless we receive payment of these overdue amounts within two weeks, your credit privileges will be canceled.

(STORE 1 FILE COPY)

Memorandum 2

The second memorandum goes to Mr. David March, Treasurer; From - Linda Evans, Manager; Subject - Increase in Company Salary and Fringe Benefits.

As you know, we have been losing a great many of our employees to various companies in the state that offer liberal annual increases in salary, health insurance, and other benefits. It is obvious that something must be done immediately (PARAGRAPH).

Therefore, I am calling a special board meeting on Wednesday at 4 p.m. Please review the list of miscellaneous suggestions that is attached so that you may give me your opinion when we meet.

(STORE 1 FILE COPY.)

(THIS IS THE END OF THE TAPE.)

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Current Date)

Mr. Adrian Abercrombie
743 Shadowood Court
Peachtree City, GA 32218

Dear Mr. Abercrombie:

I'm sure you have heard about the survey presented to our Board of Directors on Monday, May 17. It concerned the loss of sales we have suffered during the year and also contained several general comments regarding the operation of our company.

In an effort to determine what our future course of action will be, I have called a meeting of all managers for Thursday. However, I feel that each person should have an opportunity to read the report in full before the meeting; thus, a copy is enclosed.

If you have any questions, please contact me.

Sincerely,

Linda Evans, Manager

Enclosure

cc: Mr. Willie E. Donald
Mrs. Sheila Courtland

KEY
WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Current Date)

Mrs. Vickie Ewing
5000 Waco Drive
Dallas, TX 72143

Dear Mrs. Ewing:

This letter is being written to ask you a question. Have you often wished that someone would publish a magazine devoted to news and information about the fabric design industry? If your answer to this question is "yes", then you won't want to miss seeing the new magazine that is coming off the press on Monday.

To introduce you to this magazine, we are going to send you a complimentary copy. When you have read it, I'm sure that you will want to become a subscriber. Keep in mind that this magazine is for the trade only and will not be available to the general public.

Sincerely,

Linda Evans
Manager

cc: File

KEY

INTEROFFICE MEMORANDUM

TO: Credit Card Customers

FROM: Linda Evans, Manager

SUBJECT: Overdue Accounts

DATE: Current

As of Wednesday, our records show that several of our charge accounts are seriously delinquent. While we do not make it a practice of mailing reminder letters to our credit customers, we are making an exception in this case because of the volume of unpaid accounts.

We value your business and wish to continue providing credit services to you. However, unless we receive payment of these overdue amounts within two weeks, your credit privileges will be canceled.

le

KEY

INTEROFFICE MEMORANDUM

TO: Mr. David March, Treasurer

FROM: Linda Evans, Manager

SUBJECT: Increase in Company Salary and Fringe Benefits

DATE: Current

As you know, we have been losing a great many of our employees to various companies in the state that offer liberal annual increases in salary, health insurance, and other benefits. It is obvious that something must be done immediately.

Therefore, I am calling a special board meeting on Wednesday at 4:00 p.m. Please review the list of miscellaneous suggestions that is attached so that you may give me your opinion when we meet.

le

Attachment

cc: File

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 507

Keyboarding of Handwritten Correspondence

Description

Given handwritten drafts of a letter and memorandum, the student will prepare them in final form on the stationery provided.

Materials, Supplies, and/or Equipment

Included: Handwritten drafts
Stationery

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Keyboarding skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 12, 19--

Mr. Leonard Baldwin
Personnel Manager
East Mountain Parkway
Knoxville, TN 37762

Dear Mr. Baldwin:

I am happy to respond to your request for information about Mr. Tyrone Black.

Mr. Black was still a student at West Georgia College when we employed him in our firm during his summer vacations. After finishing school, he joined our staff as an assistant to the manager of our personnel department and was rapidly promoted to personnel coordinator within a year.

Mr. Black is a hard-working, most extraordinary young man. I feel confident that he will be a real asset to any institution he represents.

Sincerely,

Marcia Taylor
Personnel Manager

xx

KEY

INTEROFFICE MEMORANDUM

TO: Training Materials Developers

FROM: Andrea Conkrite

SUBJECT: Packaging of Training Materials

DATE: May 17, 19--

As I stated in the memo to you last week, dealers from coast to coast are reporting that our new plastic training materials packages are selling better than ever.

In view of this increase in sales, I think it might be wise for you to order extra packages this month. We still have a large stock in blue, green, and clear; but they are going fast and should be completely deleted within a week or two.

To prevent any misunderstanding, please make certain that your order states both the size and color of the packages you want.

xx

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 508

Proofreading and Keyboarding of Business Letters

Description

Given a typewritten letter, the student will proofread it and type it in final form.

Materials, Supplies, and/or Equipment

Included: Typewritten letter with errors
Stationery

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Proofreading and keyboarding skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

June 17, 19--

Mrs. Judith Gardener
3421 Rockwell Plaza
Rossville, GA 33112

Dear Mrs. Gardener:

At the conclusion of our drive to raise money for a new animal shelter, we are happy to announce that the response to our appeal was even greater than we had hoped. We received contributions totaling over $500,000. This money came from large agencies, as well as individual citizens who recognized the importance of this worthwhile project.

The gift you gave in the name of your daughter will go a long way toward helping to finance the expense of building this much needed shelter. You should feel very proud of the assistance that you have given us.

Thank you for your help.

Cordially,

Mary Lowe, Chairperson
Fund Raising Committee

xx

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 509

Proofreading and Keyboarding of Memorandum

Description

Given a typewritten memorandum containing a variety of errors, the student will proofread the memorandum indicating all errors. The student will then type the memorandum in final form making all corrections.

Materials, Supplies, and/or Equipment

Included: Typewritten memorandum containing errors
Printed memorandum form

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Proofreading and keyboarding skills

Accuracy: 100%

KEY

TO: Company Employees

FROM: Publications Department

SUBJECT: New Magazine - Trends

DATE: (Current)

Should large steel companies be subject to control by the federal government? Should the government establish maximum prices that may be charged for steel?

Some people subscribe to the opinion that this type of control is necessary for the benefit of the public and that it would greatly contribute to the economic welfare of the country. However, certain representatives of the government and the steel companies feel that these regulations would not prove satisfactory and would only result in difficult situations.

Both sides of these questions are fully discussed in the current issue of Trends magazine that we publish. The magazine always sells rapidly, and we suggest that you stop at your newsstand while copies are still available.

Trends - the latest in magazines! Don't miss it!

xx

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 510

Keyboarding and Merging of Memorandum and Variables

Description

Given a handwritten memorandum and a list of variables, the student will merge the memorandum and variables to form two individual memorandums. Make sure that all corrections are made.

Materials, Supplies, and/or Equipment

Included: Handwritten memorandum and variables
Printed memorandum forms

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Word processing skills - particularly merging

Accuracy: 100%

KEY

INTEROFFICE MEMORANDUM

TO: Mr. John Yancey

FROM: Daniel Hartman

SUBJECT: Request for Public Relations Materials

DATE: (Current)

Public Information Services has received the fifty pamphlets that you requested in your letter of April 9, 19--. Please arrange to pick up the pamphlets before 3:00 p.m. on Wednesday afternoon.

Listed below are the serial numbers needed for identification:

Serial Number	Title
993-C	Your Public Image is Showing
2013-76	My Company and Me

xx

KEY

INTEROFFICE MEMORANDUM

TO: Ms. Wilma Taylor

FROM: Daniel Hartman

SUBJECT: Request for Public Relations Materials

DATE: (Current)

Public Information Services has received the twenty-five brochures that you requested in your letter of April 4, 19--. Please arrange to pick up the brochures before 4 p.m. on Wednesday morning.

Listed below are the serial numbers needed for identification:

Serial Number	Title
921-A	Your Public Image
0011-24	Your Company and You

xx

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 511

Keyboarding, Printing, and Storing of Minutes of a Meeting

Description

Given the handwritten copy of the minutes of a meeting, the student will proofread, keyboard, print, and store them.

Materials, Supplies, and/or Equipment

Included: Handwritten copy of minutes

Not Included: Bond paper
Word processing equipment

Suggested Requirements

Prerequisites: Proofreading skills
Word processing skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.

Minutes of the Planning Committee

May 26, 19--

Eight of the ten members of the Planning Committee were present at the regular monthly meeting. The meeting was held in the conference room on the tenth floor of the Peachtree Plaza Hotel and began at 7:00 p.m.

Items of old business that were acted upon follow:

1. All committee members felt that new ways of getting training manuals covers printed should be investigated. The Training Department has expressed dissatisfaction with our present printer.

2. The committee agreed to change its monthly meeting date from the twenty-sixth to the fifth of each month.

Items of new business that were acted upon are listed below:

1. Copies of the layouts for the new building addition were distributed. A subcommittee made up of Mrs. Lyle Conley, Mr. Don Conley, and Mrs. Bessie Smith was appointed to study the layouts and report to the entire committee at the June meeting regarding the relocation of the word processing center to the new addition.

2. New officers were nominated for the 1984 fiscal year.

The meeting was adjourned at 9:00 p.m.

Respectfully submitted,

_____

Myrna Lynn Felts
Secretary

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 512

Recall, Revision, and Printing of Minutes of a Meeting

Description

Given the minutes recorded in Task 511, the student will recall the minutes from storage, make the indicated revisions, and print one copy.

Materials, Supplies, and/or Equipment

Included: None

Not Included: Media on which minutes were recorded
Word processing equipment
Bond paper

Suggested Requirements

Prerequisites: Word processing skills

Accuracy: 100%

WORD PROCESSING SERVICES, INC.

Minutes of the Planning Committee

June 5, 19--

All of the members of the Planning Committee were present at the regular monthly meeting. The meeting was held in the conference room on the fifth floor of the Downtown Marriott Hotel and began at 7:00 p.m.

Items of old business that were acted upon follow:

1. All committee members felt that new ways of getting training manuals covers printed should be investigated. The Training Department has expressed dissatisfaction with our present printer.

2. The committee agreed to change its monthly meeting date from the twenty-sixth to the fifth of each month.

3. The committee decided to change to Quality Printers for the printing of all training manual covers.

4. The subcommittee presented its recommendations on the layouts of the new building addition. It was decided that the word processing center would remain in its present location.

5. The slate of newly nominated officers was approved for the (new) fiscal year.

Items of new business that were acted upon are listed below:

1. Copies of the layouts of the new building addition were distributed. A subcommittee made up of Mrs. Lyle Conley, Mr. Don Conley, and Mrs. Bessie Smith was appointed to study the layouts and report to the entire committee at the June meeting regarding the relocation of the word processing center to the new addition.

2. New officers were nominated for the (new) fiscal year.

3. The committee voted to install new officers at the July meeting.

The meeting was adjourned at 9:30 p.m.

Respectfully submitted,

_____

Myrna Lynn Felts
Secretary

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 513

Editing, Keyboarding, Printing, and Storing of Business Letter

Description

Given a typewritten letter containing errors in spelling, word usage, grammar, etc., the student will edit the letter for errors before keyboarding and storing it. The student will also print one copy. The format is modified block with blocked paragraphs and open punctuation.

Materials, Supplies, and/or Equipment

Included: Typewritten letter
Letterhead

Not Included: Word processing equipment
Pen or pencil

Suggested Requirements

Prerequisites: Editing and proofreading skills
Word processing skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Current Date)

Mrs. Lanette Williams, Manager
Word Processing Center
Korrect Kopy Printers, Inc.
1854 North Main Street
Chicago, IL 60627

Dear Mrs. Williams

This letter is being written in response to the letter we received from you in which you made inquiry regarding our charges for word processing equipment rentals.

We cannot quote a standard rate at this time because many factors are considered in determining the actual cost. For example, we need to know how many machines you will want, the length of time you will need them, and whether or not you require machines with full or partial display screens.

If you will supply this information on the enclosed card, we will be happy to give you an exact price for our rental services.

Cordially

D. L. Green
Equipment Rental Manager

xx

Enclosure

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 514

Recall, Revision, and Printing of Stored Business Letter

Description

Given the media on which the business letter was stored in Task 513, the student will call up the letter, make specified revisions, and print one copy.

Materials, Supplies, and/or Equipment

Included: Letterhead

Not Included: Stored business letter
Word processing equipment

Suggested Requirements

Prerequisites: Word processing skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Current Date)

Mr. Richard Longfellow
Purchasing Agent
Wholesale Printing Company
Glenwood Road - Suite B-1000
Morrow, GA 33456

Dear Mr. Longfellow:

This letter is being written in response to the letter we received from you in which you made inquiry regarding our charges for word processing equipment rentals.

We cannot quote a standard rate at this time because many factors are considered in determining the actual cost. For example, we need to know the length of time that you will need the machines and whether or not you require one-line or partial-page display screens.

If you will supply this information on the enclosed card, we will be happy to give you an exact price for our rental services.

Cordially,

D. L. Green
Equipment Rental Manager

xx

Enclosure

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 515

Keyboarding, Printing, and Storing of Financial Statements

Description

Given the handwritten copies of an income statement and a balance sheet, the student will keyboard the statements in proper form and print and store one copy of each.

Materials, Supplies, and/or Equipment

Included: Handwritten copies of financial statements

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Basic knowledge of accounting
Word processing skills

Accuracy: 100%

KEY

Coastal Real Estate Company

Income Statement for Year Ended December 31, 19--

Revenues:		
Commissions earned	$18,450	
Property Management fees	1,200	
Total revenues		$19,650
Operating Expenses:		
Salaries expense	$ 3,600	
Rent expense	1,800	
Utilities expense	315	
Telephone expense	260	
Advertising expense	1,310	
Total expenses		7,285
Net Income		$12,365

KEY

Coastal Real Estate Company

Balance Sheet

May 3, 19--

Assets

Cash	$ 3,000	
Office Equipment	2,000	
Building	10,000	
Land	5,000	
Total Assets		$20,000

Liabilities

Accounts Payable	$ 2,000

Owner Equity

Gary Bell, Capital	18,000
Total Liabilities and Owner Equity	$20,000

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 516

Keyboarding and Merging of Purchase Orders and Variables

Description

Given blank purchase order forms and numerous variables, the student will keyboard and print three individual purchase orders.

Materials, Supplies, and/or Equipment

Included: Blank purchase requisition forms
Handwritten list of variables

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Word processing skills

Accuracy: 100%

KEY

PURCHASE ORDER

ORDER NO. 194

DATE Current

TO
Long Office and Warehouses
9000 Lankston Avenue
Savannah, GA 37892

TERMS 2/10, n/30

SHIP VIA UPS

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL
50	81800	8½x11" bond	$ 6.30	$315.00
1	81801	Carbon ribbon	2.35	2.35
2	81802	Red, Ball-point pens	.87	1.74
10	81803	Templates	12.25	122.50

PURCHASE ORDER

ORDER NO. 192

DATE Current

TO Thomas Office Suppliers
1855 Thomasville Court
Thomaston, GA 37788

TERMS 2/10, n/30

SHIP VIA UPS

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL
25	81900	8½ x 11" bond	$ 5.25	$131.25
1	81901	Carbon ribbon	2.75	2.75
2	81902	Black, Ball-point pens	.89	1.78
4	81903	Templates	12.00	48.00

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 517

Transcription of Correspondence in Order of Importance

Description

Given a cassette tape on which items of correspondence have been recorded, the student will transcribe them in order of their importance.

Materials, Supplies, and/or Equipment

Included: Pre-recorded tape
Telegram form
Letterhead

Not Included: Word processing equipment

Suggested Requirements

Prerequisites: Transcription skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 9, 19--

Mrs. Fannie Farmer
994 Sweet Valley Lane
Helena, GA 32794

Dear Mrs. Farmer:

I have just come from a meeting with various officials of our company. They were obviously impressed by the unusual publicity campaign that you designed for us and were anxious to have you join our staff. However, they feel that our company cannot afford to sign a contract with you for the salary you are requesting. I am, therefore, sorry to say that, unless you are willing to contract for a lower salary, we cannot reach an agreement at this time.

If you think we can reach an agreement on a somewhat lower salary, please call me between 9:30 a.m. and 10:00 a.m. on Wednesday, May 11.

Cordially,

Deloris Townsend
President

xx

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 9, 19--

Mr. Jeff Ramsey
787 Commodore Avenue, NE
Atlanta, GA 30818

Dear Mr. Ramsey:

When I spoke with you on April 6, I made it quite clear that it was absolutely necessary for the bond paper we ordered to be delivered no later than May 1. You told us that it would require approximately two weeks to ship this order.

It is now May 9, and we are beginning to worry because we have not received shipment on this order. The delay has resulted in a substantial financial loss to our firm. We are, therefore, cancelling this order and demanding a full refund of the $828.92 that we submitted in payment.

I expect to hear from you within the week.

Cordially,

Deloris Townsend
President

xx

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 9, 19--

AIRMAIL

Mr. Calvin Banks, President
Independent Pollsters, Inc.
4022 West Leamington Avenue
Chicago, IL 66166

Dear Mr. Banks:

I have seen the independent survey made by your organization on the poor quality of work done by several word processing centers throughout the city. I think some of your charges are extremely serious, and I strongly urge you to consult your attorney before you publish your findings. I feel sure that he or she will agree that publication of this report would probably result in legal action against you.

Please let me know what you decide to do.

Sincerely,

Deloris Townsend
President

xx

WESTERN UNION

TELEGRAM

MSG. NO.	NO. WDS. CL. OF SVT.	PD.- COLL.	CASH NO.	ACCOUNTING INFORMATION	DATE	FILING TIME	SENT TIME
						a.m. p.m.	a.m. p.m.

Send the following message, subject to the terms on back hereof, which are hereby agreed to

☐ OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED THIS MESSAGE WILL BE SENT AS A TELEGRAM

TO Denise Parrott, Attorney-at-Law

ADDRESS & TELEPHONE NO. 1212 Olympia Way

CITY - STATE & ZIP CODE Kings Hill, WA 92141

URGENT! Need to see you by Friday, May 13 if at all possible! Call me tomorrow.

SENDER'S TEL. NO.(404) 742-4412 (Area Code)

NAME & ADDRESS Deloris Townsend
1983 International Boulevard (Zip Code)
Atlanta, GA 30393

61

62

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 518

Proofreading, Keyboarding, and Printing of Correspondence

Description

Given a list of proofreader's marks and two typewritten letters containing errors, the student will proofread the letters, indicate errors, keyboard the letters making all corrections, and print one copy of each letter.

Materials, Supplies, and/or Equipment

Included: Proofreader's checklist
Letterhead
Typewritten letters containing errors

Not Included: Word processing equipment
Pen or pencil

Suggested Requirements

Prerequisites: Proofreading skills
Word processing skills

Accuracy: 100%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

June 20, 19--

Mr. Milton Edwards
5716 East Cherrybrook Ct.
San Antonio, TX 76242

Dear Mr. Edwards:

The annual meeting of the Word/Information Processing Association of San Antonio will be held on Wed., July 5, in the Mexicana Room of the Hilton hotel, 4724 River Drive, San Antonio. Dinner will be served at 7:30 p.m., and tickets are $8.50 per person.

Dr. Alexis Carrington will be our guest speaker for the evening. Her topic will be on the different types of word processing systems.

Please let me know by June 25 whether you will be able to attend.

Cordially,

John Langston
Program Chairperson

xx

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

June 20, 19--

Mr. Milton Edwards
5716 East Cherrybrook Court
San Antonio, TX 76242

Dear Mr. Edwards:

The annual meeting of the Word/Information Processing Association of San Antonio will be held on Wednesday, July 5, in the Mexicana Room of the Hilton Hotel, 4724 River Drive, San Antonio. Dinner will be served at 7:30 p.m., and tickets are $8.50 per person.

Dr. Alexis Carrington will be our guest speaker for the evening. Her topic will be on the different types of word processing systems.

Please let me know by June 25 whether you will be able to attend.

Cordially,

John Langston
Program Chairperson

xx

KEY
WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

July 12, 19--

Mrs. Joan Archibald, Pres.
International Business Machines
334 W. 5th St.
Atlanta, GA 30337

Dear Mrs. Archibald:

Thank you for excepting our invitation to speak at the Georgia Vocational Assn. inservice workship on Wednesday, August 4. As I mentioned to you, the meeting will be held in room 307-A of the Ladha Motor Inn, 7200 Courtland Street, Atlanta, Georgia.

Your indicated that the title of your speech is "What's New in Word Processing at IBM." If you decide to change the title, please let me no by July 10 so that I can correct the title in the program.

Your room reservations have been made at the Inn for August 3, 4, and 5. I look forward to seeing you at the meting.

Sincerely,

Pamela McMillian
Chairperson

xx

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4812

July 12, 19--

Mrs. Joan Archibald, President
International Business Machines
334 West 5th Street
Atlanta, GA 30337

Dear Mrs. Archibald:

Thank you for accepting our invitation to speak at the Georgia Vocational Association inservice workshop on Wednesday, August 4. As I mentioned to you, the meeting will be held in Room 307-A of the Ladha Motor Inn, 7200 Courtland Street, Atlanta, Georgia.

You indicated that the title of your speech is "What's New in Word Processing at IBM." If you decide to change the title, please let me know by July ~~10~~ 30 so that I can correct the title in the program.

Your room reservations have been made at the Inn for August 3, 4, and 5. I look forward to seeing you at the meeting.

Sincerely,

Pamela McMillian
Chairperson

xx

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 519

Transcription of Letter Containing Errors from Pre-recorded Dictation

Description

Given a typewritten letter and a cassette tape containing the pre-recorded reply (which contains errors), the student will transcribe the reply making all corrections.

Materials, Supplies, and/or Equipment

Included: Typewritten letter
Cassette tape
Letterhead

Not Included: Word processing equipment
Dictation equipment

Suggested Requirements

Prerequisites: Word processing skills
Transcription skills

Accuracy: 100%

KEY

GEORGIA WHOLESALE BOOKSTORES

3212 San Mateo Drive Atlanta, GA 31212

404-721-1121

May 28, 19--

Ms. Diann Arnold
324 Delmar Lane
Waterford, CT 06286

Dear Ms. Arnold:

On May 25, we mailed a copy of the book, Scruples by Judith Kantz to Ms. Waletha Arnold. The book was mailed to 5570 Whitehaven Street, Carrollton, GA 30117. She should receive it for her birthday on June 23.

Enclosed is a pamphlet which gives a brief summary of the book, The Thorn Birds, that you requested. A price list is also enclosed.

When we can be of further assistance to you with your reading needs, please contact us.

Cordially,

Beverly Sanderson
Shipping Clerk

xx

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 520

Dictation of Replies to Correspondence

Description

Given two situations, the student will dictate replies on to a cassette tape. The student will use correct dictation procedures.

Materials, Supplies, and/or Equipment

Included: Situations requiring replies

Not Included: Cassette tape
Dictation equipment

Suggested Requirements

Prerequisites: Dictation skills

Accuracy: 95%

KEY

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Student answers will vary.)

(Current Date)

Mr. Terry Smith
827 Bakers Ferry Road
Knoxville, TN 36776

Dear Mr. Smith:

Mr. Paul Connors, the president, is out of town and will not return until (TWO WEEKS FROM NOW). However, I have scheduled a tentative appointment for you to see him on (ONE WEEK AFTER THE DATE HE RETURNS).

If the date and time of the appointment is not satisfactory and must be changed, I will call you.

Sincerely,

(STUDENT'S NAME)
Administrative Assistant

xx

KEY

(Student answers will vary.)

TO: Mr. Paul Connors
President

FROM: Student's Name
Administrative Assistant

SUBJECT: Employee Vacations

DATE: (Current)

It is the policy of our company to schedule employees' vacations on a first-come, first-serve basis. Requests for vacations must be made in writing after January 1 of each year.

xx

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 521

Composition, Keyboarding, and Printing of Cover Letters and Agendas

Description

Given a handwritten copy of the agenda of a meeting, the student will type the agenda in proper form and print 10 copies.

Materials, Supplies, and/or Equipment

Included: Handwritten copy of agenda

Not Included: Bond paper
Word processing equipment

Suggested Requirements

Prerequisites: Knowledge of agenda format
Word processing skills

Accuracy: 100%

KEY

TRAINING AND MARKETING ASSOCIATES
Semiannual Conference
May 5, 19--

Matador Room
Riveria Motor Inn

8:00-8:15	Registration
8:15-8:30	Coffee
8:30-9:00	President's Welcome
9:00-10:00	Interest Session I ("New Trends in Training")
10:00-11:00	Interest Session II ("New Trends in Marketing")
11:00-12:00	Interest Session III ("The Training/Marketing Mix")
12:00-1:30	Luncheon
1:30-2:30	Interest Session IV ("The Use of Word Processing in Producing Training Materials")
2:30-3:30	Questions and Answers
4:00-5:00	Social Hour

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 522

Proofreading and Keyboarding of Correspondence

Description

Given several pieces of correspondence containing errors, the student will proofread and keyboard the correspondence in final form making all corrections.

Materials, Supplies, and/or Equipment

Included: Typewritten correspondence containing errors

Not Included: Bond paper
Word processing equipment

Suggested Requirements

Prerequisites: Proofreading and word processing skills

Accuracy: 100%

KEY
WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 14, 19--

Dr. Vivian Lee, Manager
Economic and Market Analysis Department
Eastman Chemical Products, Inc.
Kingsport, TN 37667

Dear Dr. Lee:

About three weeks ago, you wrote us to request fifty copies of our annual report. Because requests for this publication have been so numerous, we cannot comply with your request at this time.

In addition, we are now requiring that orders be accompanied by postage in the form of a personal check or money order. In your case, the amount will be $4.75.

Cordially,

Jean Simmons
Purchasing Agent

xx

KEY

ARTCO ELECTRICAL COMPANY

7712 Essex Lane
Waynesboro, GA 33445
(404) 891-1102

May 31, 19--

Mr. Arthur Langford
Borders AHR Company
7112 Chappel Drive
Chicago, IL 61550

Dear Mr. Langford:

We can supply a quantity of the electrical filament that you ordered last week. Because of the strike at the plant that manufactures this filament, it will be at least two weeks before it can be shipped to you.

Two copies of a booklet containing specifications for ten new ways to use this filament are enclosed. If you have any questions concerning the new miscellaneous uses, please call me.

Sincerely,

John Peppard
ARC Coordinator

xx

Enclosure

KEY

INTEROFFICE MEMORANDUM

TO: Archie Booker, Sales Manager

FROM: Walter Howell, Production Manager WH

SUBJECT: Progress Report 47-476

DATE: July 1, 19--

The new line of children's bedroom furniture will be ready by August 4, only two weeks after the original sale date.

This week we located a supplier for the coating necessary to provide a tough finish for dresser and desk tops. The samples are presently being tested in our Georgia laboratories. The technicians will have completed their tests by July 15.

We look forward to meeting with you soon.

xx

INSTRUCTOR GUIDE SHEET

Job Title

Job No. 523

Composition and Dictation of Rough Draft of a Report and Memorandum of Transmittal

Description

Given several facts to be included in the report, the student will dictate a rough draft of a report and memo of transmittal on to a cassette tape.

Materials, Supplies, and/or Equipment

Included: Facts to be included in report
Printed memorandum form

Not Included: Cassette tape
Dictation equipment

Suggested Requirements

Prerequisites: Dictation skills
Composition skills

Accuracy: 97%

KEY

Student answers will vary. However, use the Dictation Check Sheet to make sure that correct dictation procedures were followed.

INSTRUCTOR GUIDE SHEET

Job Title — Job No. 524

Keyboarding and Printing of Manuscript

Description

Given a handwritten copy of a brief manuscript, the student will keyboard the manuscript in proper form incorporating all indicated items.

Materials, Supplies, and/or Equipment

Included: Handwritten manuscript

Not Included: Word processing equipment
Bond paper

Suggested Requirements

Prerequisites: Word processing skills

Accuracy: 100%

CHANGING ROLES OF OFFICE WORKERS

Because of the changing roles of office workers brought on by new technologies, employees must have different skills and attitudes from those possessed by employees in the traditional office. The term, "secretary", once meant a person who performed a variety of general duties in an office. These duties include taking and transcribing dictation, filing correspondence, scheduling appointments, and copying materials to name a few.

Today all of that is changing and office work is becoming more specialized. Employees now perform either typing or nontyping duties. This transition of the secretarial role presents many concerns that must be dealt with if the transition is to be a successful one.

Specialization in the roles of office workers will mean that employees work in either an administrative (nontyping), correspondence (typing) or management (supervising people) capacity. Also, specialization can provide variety in the work tasks that secretaries perform, which may bring them into contact with many principals (originators of documents). They can select a career path that best suits their personality and work preferences.

Secretaries' career paths will no longer be tied to that of their boss; rather, they can move upward based on individual merit and achievement.

Administrative Positions

Secretaries that opt for administrative positions generally act as assistants to executives in companies and handle nontyping duties; such as, originating and dictating correspondence, conducting research, and compiling and writing reports and speeches. Because employees in administrative positions must be able to spell, compose correspondence, proofread, answer telephones and meet and talk with people; they need oral and written communication skills. Human relations skills are also vital because administrative secretaries are usually required to work closely with managers from several departments as well as staff and supervisors from the word processing centers.

Administrative secretaries may be required to do some light typing. Shorthand may also be a requirement in some organizations. Because these employees are often required to serve as originators of correspondence, dictation skills are necessary. They may also be responsible for knowing how to operate data processing micrographics, facsimile, and other types of telecommunication equipment.

When employers search for employees to fill administrative positions, they look for people who are self-motivated,

like working with people, and enjoy detailed work. They look for people who can establish their own work deadlines and meet those deadlines without supervision, as well as perform a variety of work tasks. Since these employees often move into management positions, employers prefer college-educated people or people who are at least willing to obtain more formal education.

Administrative secretaries also need organizational skills because they often have to arrange meetings, set up calendars, and determine work priorities. In doing extensive research, they must gather the material and organize it in a logical manner.

Correspondence Positions

Because employees in correspondence positions often have to communicate with people on several different job levels, they must possess oral and written communication skills. They often have to discuss tasks with originators of work as well as their immediate supervisors. They must also possess good human relations skills because the work they do often requires a team work effort. They must get along well with originators, supervisors, and co-workers.

Correspondence employees need organizational skills. Since an important part of their work is being able to properly log and file storage media, and locate recorded material,

they must have the ability to index or identify the material on the disk properly to be able to locate documents quickly when they are needed.

Additionally, correspondence employees need excellent typing skills. They also need to know how to operate a variety of different automated typing and transcription equipment. With the rapid integration of data processing and word processing, correspondence employees are often required to have some knowledge of data processing concepts.

Employers look for people who are self-motivated and machine-oriented to fill correspondence positions. These people must enjoy doing large volumes of work, new challenges, working amid distractions, and working under the pressures of meeting deadlines.